Q: RFP Section 2.4 points to web site www.state.ia.us/government/ag/helpingvictims for information but this page shows as invalid. Will amendments, notices and questions still be answered at this site?

A: We had a website changeover. All amendments, notices and questions will be answered at the same location as the current RFP posting. https://www.iowaattorneygeneral.gov/ select "for crime victims" and "crime victim compensation" and then the "CVC & SAE Management-System-RFP."

Q: Roughly how many victim compensation claims are submitted annually?

A: 2,500-3,000

Q. Approximately many Payments are processed annually?

A: 4,000-5,000

Q: How many SAE payments are processed?

A: 2,000-2,500

Q. How many claim processing users i.e. comp specialists, admins, etc. will be using the proposed system on a regular basis?

A: 21
   a. Are all users in the same office?
      One is located in another office of the Attorney Generals' office; two different buildings.
   b. Do users work from remote locations/home? Not currently; however we would be open to a bid entertaining this as an option in the future.
   c. If so does CVAD have a VPN? We do not currently have a VPN, but again, would be open to potentially establishing this kind of connectivity to accommodate the new system if necessary.

Q: What is the approximate $ amount and number of restitution payments received annually?

A: $850k - $1 million, approximately 6,300 total payments

Q: We are confused by the numerous references to the Claims Assistant Web Application in attachment 4 and referenced as a technical requirement in section 4.2. Is this Claims Assistant software system operational (most requirement IDs show as proposed)?

A: When we originally released our RFP, it was for a web-based application. Catching and changing all of the "web-based" language was a daunting task, hence the inclusion of the attachment stating: "CVAD hereby deletes any requirement that the system must be web-based in Attachments 4 and 5."

Proposed language on our end only outlines what we would like to have in a system, recognizing not every provider may be able to provide every component, but wanting to understand up front what potential limitations there may be.

Q.   Please describe the relevant IT structure within CVAD.
   a.   Do individual users use Office Professional 2007 or later?
   Yes, users are using MS Office 2010

   b.   Can the Iowa CVAD provide a SQL Server 2008 R2 or later instance and provision a database of 1-5GB?
   Yes, no matter what vendor we contract with, we recognize we will have to purchase a new server to accommodate the system (our current server will not be capable of supporting any new system). We are going to wait to purchase the server once we have an understanding of the best specs to accommodate the vendor we choose.

   b.   Can the office supply remote access for vendor support?
   Yes, we can give a vendor remote access to the server through a VPN. But we would have to involve the State Department of Administrative Services and they have strict guidelines about access and security.

Q.   Please explain the functional requirements referred to in RFP attachment 7.

A: The functional requirements in RFP Attachment 7 all relate to the Sexual Assault Examination Payment Program Specifications in Attachment 6 and whether or not a vendor is able to meet those functionality needs.

Q.   For the SCANNING/IMAGING requirement, are you looking for a complete document imaging solution? For example, do you want to be able to put barcodes on your letters so that all correspondences that are returned from the recipient are automatically sent through a scanner and attached automatically to the claim for viewing?

A: Yes, if possible, we would like a barcoding system that would be generated by the system, specific to a victim and allow for the scanning in of all letters/correspondence coming back in in order to eliminate the necessity for duplicative data entry.

Q.   ClaimsAssistant has ability to export the finance file for payment and importing the warrant file for reconciliation. In the requirement, there is a requirement to do this.
   Is it currently working in ClaimsAssistant or does there have to be adjustments to be made with the new GAX Schema?

A: No, if the current system has this feature, it is not currently working. Adjustments would have to be made.

Q.   In the amendment, it stated to remove the Web-based requirement for the desktop application. To further clarify, are you still looking to implement the "Victim/Support Staff Interface", "On-Line Crime Victim/Provider Comp. Application", and "Service Provider Interface" requirements? If so, is there already a user login management solution in place

within the AG web's site? These interfaces can be projects in themselves and so I think would require further requirements gathering to come up with a more accurate assessment.

A: If possible, we would like an option for a victim, or service provider to be able to create a user profile and potentially login to see the status of a claim. That being said, if it cannot happen unless it is a "web-based" system, than we understand we may have to let this specification go. No, there is not currently a user login management solution in place with the AGO website.

Q: Attachment 3, Parts 12, 16.7.4, 24.5, 24.7, 24.15, 24.17 seem to require ownership transfer of our software source code to IA. Our software is used by many states and contains proprietary code that's also used by many of our other clients. It must remain our property. What are our options?

A: The language in these sections is meant to protect us in the event your company no longer exists. We would be most concerned with transfer of ownership of source code in the event your company dissolves, goes bankrupt, or no longer exists for some other reason. For the purposes of the RFP, please identify when you can/cannot provide transfer of ownership of your software code.

Q: Is data from the current systems available?
   a.   If so, in what format?
   Unfortunately we were unable to determine what format these files would be available in as my IT individuals didn't respond. You will have to put together your proposal as well as you can, understanding we know you can't possibly cover every possible minutia.
   b.   Please supply sample files or file structure/schemas.
   Same as above.

Q: What is claim status ENP and when is it used?

Eligible No Pay. Status is used when a staff member has determined a claimant's eligibility for benefits but payments have yet to be approved because sufficient supporting documentation has not yet been received.

Q: Please explain Attachment 5, F0010 – Quality Control on payments. What happens here?

Quality control functions allows a staff member separate from the one who determines eligibility of a file, or processes a payment on a file, to determine that all appropriate policy was followed, sufficient documentation has been received and all procedural steps have been completed. Essentially it's a formal notation in the system that someone has reviewed another's work.

Q: Please explain Attachment 5, F0015 – allow victims and/or service providers to submit billing for adding SAE Claims.
   a.   How are these bills submitted?

If possible, we would like providers to be able to submit/upload bills electronically. This could occur through the Attorney General's Office website, or some other way determined by the vendor.

b. Is it expected that Victims and/or service providers will be allowed to enter bills into the system directly?
Again, we would like victims/providers to be able to submit bills electronically and want to understand how this could be possible. If direct submission into the system is potentially an option, than we would like to explore it.

Q: Please explain Attachment 5, F0016 – Bar code tracking of SAR kits.
a. What is expected?
We want to develop a bar code tracking system for our SA kits. The system would need to have the capabilities to scan the barcode and associate it with a particular kit and an individual SA claim in the system.

b. Do we need to supply/recommend barcode scanners and interface with the software?
Yes, the vendor would be expected to supply the appropriate equipment and interface to the software.

Q: Please supply a sample GAX file XML sample payment file -referenced Att. 4, Pgs. 91-95.

(see attachments)

Q: What does Att. 4, Pg. 91 GAX stand for?

A: "GAX stands for General Accounting Expense"

Q: What does Att. 4, Pg. 5 LOV stand for?

A: LOV stands for "list of vendors"

Q: What does Att. 4, Pg. 120 ENTAA stand for?

A: ENTAA is the acronym for the State of Iowa Enterprise A   A system. It allows a user to login in to a website and authenticate who they are so he/she could access information about his/her claim. Essentially it's a porthole to being able to check on the status of a claim (eligibility, payments, etc.) in our internal system. (see this website: https://entaa.iowa.gov/entaa/EntaaLogonShort.jsp). This was referenced when we were hoping to secure a web-based system which would allow victims greater access to their own claim. Since we are still hoping the system will have some public facing components, we wanted to know if there was a possibility a victim would be able to set up a login/password and have secure access to limited information about his/her claim.